



PATENT

IN THE UNITED STATES
PATENT AND TRADEMARK OFFICE

APPLICANTS: Garrett R. Goldfield, William K. Scarvie III, David Murray
and Todd Haseyama

APPLICATION NO.: 10/751,194

FILING DATE: December 31, 2003

TITLE: PROVIDING SOFTWARE APPLICATION HELP BASED ON HEURISTICS

EXAMINER: Not yet known

GROUP ART UNIT: 2122

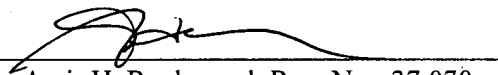
ATTY. DKT. NO.: 16319-08173

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner For Patents Mail Stop Petitions, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below:

Dated: September 2, 2004

By: _____


Amir H. Raubvogel, Reg. No.: 37,070

COMMISSIONER FOR PATENTS
MAIL STOP PETITIONS
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ALEXANDRIA, VA 22313-1450

**REQUEST FOR RECONSIDERATION OF PETITION
UNDER 37 C.F.R. SECTION 1.47(a)**

Dear Sir:

In response to the Decision Refusing Status under 37 CFR 1.47(a), a copy of which is enclosed, we are enclosing a copy of the Declaration executed by Todd Haseyama which we submitted to the U.S. Patent and Trademark Office on October 11, 2004, and a new Declaration


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of Facts by Person Having First Hand Knowledge in Support of Filing on Behalf of Omitted
Inventor, David Murray, Under 37 CFR 1.47(a).

The Declaration of Facts now correctly states that the non-signing inventor, David
Murray, was presented with a complete copy of the application papers, including specification,
claims and drawings.

Respectfully submitted,

Dated: October 22, 2004

By: 
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